IN THE CLAIMS

Please amend the claims as follows:

Claims 1-68. (Canceled)

69. (Currently Amended) A method of remotely ~~configuring~~ configuring a communication apparatus for communication over a network to access at least one service system, the method comprising:

connecting said communication apparatus to said network;

automatically configuring said communication apparatus to communicate with a remote configuration system ~~for communication~~ using initial configuration data stored in said communication apparatus, said initial configuration data not enabling said communication apparatus to communicate with said at least one service system, said remote configuration system and said at least one service system being arranged to allow independent communications between said communication apparatus and each of said remote configuration system and said at least one service system;

said communication apparatus automatically communicating with [[a]] said remote configuration system over said network using the stored initial configuration data;

said communication apparatus transmitting unique identification information to said configuration system;

at said configuration system determining configuration data for said communication apparatus dependent upon the unique identification information and transmitting said configuration data to said communication apparatus;

storing said configuration data received from said configuration system in said communication apparatus;

controlling subsequent communications by said communication apparatus over said network to access a said service system using the stored configuration data;

transmitting subsequent configuration data to said communication apparatus automatically from said configuration system;

storing said subsequent configuration data in said communication apparatus; and

controlling subsequent communications by said communication apparatus over said network to access a said service system in accordance with the stored subsequent configuration data.

70. (Previously Presented) A method according to claim 69, including the steps of a user of said communication apparatus generating a request for further subsequent configuration data, and transmitting said request to said configuration system to initiate the transmission of subsequent configuration data.

71. (Previously Presented) A method according to claim 69, wherein said configuration data is transmitted over said network using a permanently open control channel associated with a plurality of data/voice channels.

72. (Previously Presented) A method according to claim 69, including the steps at said communication apparatus, of:

gathering information on the use of said at least one service system;

processing said information to generate summary information; and

periodically transmitting said summary information to a service management system.

73. (Previously Presented) A method according to claim 72, wherein said information is gathered in real time using a real time clock.

74. (Previously Presented) A method according to claim 72, including the step of supplying said information and/or said summary information to a user.

75. (Currently Amended) Communication apparatus for interfacing a computer system to a communication network to access at least one service system, the apparatus comprising:

first I/O for connection to said computer system;

second I/O for connection to the communication network;

a storage for storing unique identification information and configuration data for configuring the operation of the apparatus to access said at least one service system over said communication network;

a processor for controlling said second I/O in accordance with initial configuration data stored in said storage ~~the first time said second I/O is connected to said communication network~~ to connect to a remote configuration system and to transmit said unique identification information in said storage ~~means~~ to the configuration system, said initial configuration data not enabling said processor to control said second I/O to connect to said at least one service system said processor being operable to control said second I/O to independently communicate with said remote configuration system and said at least one service system;

wherein said processor is operable to control said second I/O to ~~initially~~ receive configuration data from said configuration system, to store said ~~initially~~ received configuration data in said storage, and to control access to [[a]] at least one said service system by said computer system in accordance with said ~~initially~~ received configuration data; and

wherein said processor ~~processing means~~ is operable to control said second I/O ~~means~~ to receive subsequent configuration data automatically generated by said configuration system, to store said subsequent configuration data in said storage, and to control subsequent access to [[a]] at least one said service system by said computer system in accordance with said subsequent configuration data.

76. (Currently Amended) Communication apparatus according to claim 75, wherein said first I/O comprises a local area network [[p ort]] port for connection to a local area network.

77. (Previously Presented) Communication apparatus according to claim 75, wherein said second I/O comprises an ISDN port for connection to one or more ISDN lines in said communications network.

78. (Previously Presented) Communication apparatus according to claim 77, wherein said second I/O is adapted for connection to an ISDN line having a data channel (D) and a plurality of bearer channels (B).

79. (Previously Presented) Communication apparatus according to claim 77, including at least one plain old telephone services (POTS) interface for connecting a telephone to the or each ISDN line.

80. (Previously Presented) Communication apparatus according to claim 75, including a user interface for allowing a user to generate a request for further subsequent configuration data, said processor being responsive to said request to control said second I/O to transmit said request to said configuration system to cause further subsequent configuration data to be transmitted to said apparatus.

81. (Previously Presented) Communication apparatus according to claim 75, wherein said second I/O comprises an ISDN interface for connection to one or more ISDN lines of an ISDN network having one or more channels permanently connecting said ISDN interface to the ISDN network, and for receiving said subsequent configuration data using said data channel.

82. (Previously Presented) Communication apparatus according to claim 81, wherein said ISDN interface is adapted to receive said subsequent configuration data using one or more communication channels of the or each ISDN line.

83. (Previously Presented) Communication apparatus according to claim 75, wherein said second I/O is adapted for connection to a dedicated data communication line.

84. (Previously Presented) Communication apparatus according to claim 75, wherein said processor is operable to gather information on the use of said at least one service server by said computer system, to process said information to generate summary information, and to control said second I/O to periodically transmit said summary information to a service management service.

85. (Previously Presented) Communication apparatus according to claim 84, including real time clock, wherein said processor is operable to use said real time clock to gather real time information on the use of said at least one service server by said computer system.

86. (Previously Presented) Communication apparatus according to claim 84, including user interface to allow a user of said communication apparatus access to said information.

87. (Previously Presented) Communication apparatus according to claim 86, wherein said user interface comprises a further I/O.

88. (Previously Presented) Communication apparatus according to claim 86, wherein said user interface comprises a computer program running on said processor to allow a user of said computer system access to said summary information via said first I/O.

89. (Previously Presented) Communication apparatus according to claim 88, wherein said user interface comprises said processor operating as a web server.

90. (Previously Presented) Communication apparatus according to claim 89, wherein said processor is operable to gather and process said information using machine independent instructions for output to said user.

91. (Previously Presented) Communication apparatus according to claim 75, including an encoder for encoding said unique identification information before transmission by said second I/O.

92. (Previously Presented) Communication apparatus according to claim 75, including a decoder for decoding said initial and subsequent configuration data received in encoded form by said second I/O.

93. (Previously Presented) Communication apparatus according to claim 75, wherein said second I/O includes a modem for connection to an analogue telephone line.

94. (Currently Amended) Communication apparatus for communicating with a remote system over a network to access at least one service system ~~server~~, the apparatus comprising:

an I/O for connection to the network;

a storage for storing unique identification information and configuration data for the operation of the communication apparatus to access said at least one service system;

a processor for controlling said I/O in accordance with initial ~~said~~ configuration data stored in said storage ~~the first time said I/O is connected to said network~~ to connect to a remote configuration system and to transmit said unique identification information thereto, said initial configuration data not enabling said processor to control said I/O to connect to said at least one service system, said processor being operable to control said I/O to independently communicate with said remote configuration system and said at least one service system;

wherein said processor is operable to control said I/O to ~~initially~~ receive configuration data from said configuration system, to store said ~~initially~~ received configuration data in said storage, and to control access to [[a]] at least one said service system in accordance with said ~~initially~~ received configuration data; and

wherein said processor is operable to control said I/O to receive subsequent configuration data automatically generated by said configuration system, to store said subsequent configuration data in said storage, and to control subsequent access to [[a]] at least one said service system in accordance with said subsequent configuration data.

95. (Previously Presented) Communication apparatus according to claim 94, including an interface means for allowing a user to generate a request for further subsequent configuration data, said processor being responsive to said request to control said I/O to transmit said request to said configuration system to cause further subsequent configuration data to be transmitted to said apparatus.

96. (Previously Presented) Communication apparatus according to claim 94, wherein said I/O comprises an ISDN interface for connection to one or more ISDN lines of an ISDN network having one or more data channels permanently connecting said ISDN interface to the ISDN network, and for receiving said subsequent configuration data using said data channel.

97. (Previously Presented) Communication apparatus according to claim 96, wherein said ISDN interface is adapted to receive said subsequent configuration data using one or more communication channels of the or each ISDN line.

98. (Previously Presented) Communication apparatus according to claim 94, wherein said processor is operable to gather information on the use of said at least one service server by said computer system, to process said information to generate summary information and to control said I/O to periodically transmit said summary information to a service management system.

99. (Previously Presented) Communication apparatus according to claim 98, including real time clock, wherein said processor is operable to use said real time clock to gather real time information on the use of said at least one service system.

100. (Previously Presented) Communication apparatus according to claim 98, including user interface to allow a user of said apparatus access to said information.

101. (Previously Presented) Communication apparatus according to claim 100, wherein said user interface comprises a computer program running on said processor to allow access to said summary information.

102. (Previously Presented) Communication apparatus according to claim 101, wherein said processor is operable to gather and process said information using machine independent instructions for output to said user.

103. (Previously Presented) Communication apparatus according to claim 94, including an encoder for encoding said unique identification information before transmission by said I/O.

104. (Previously Presented) Communication apparatus according to claim 94, including a decoder for decoding configurating received in encoded form by said I/O.

105. (Currently Amended) A configuration system for connection to said communication apparatus according to claim 75 via a communication network, said configuration system comprising:

a third I/O for connection to said communication network, and for receiving said unique identification information from said communication apparatus to enable said communication apparatus to access [[a]] at least one service system, said remote configuration system and said at least one service system being arranged to allow independent communications between said communication apparatus and each of said configuration system and said at least one service system; and

a configuration processor responsive to said unique identification information to determine ~~initial~~ configuration data for said communication apparatus to enable said communication apparatus to access at least one said service system;

wherein said third I/O is adapted to transmit said determined configuration data to said communication apparatus near said communications network; and

wherein said configuration processor is operative to automatically determine updated configuration data and to cause said third I/O to transmit said updated configuration data to said communication apparatus to enable said communication apparatus to access [[a]] at least one said service system.

106. (Previously Presented) A configuration system according to claim 105, wherein said configuration processor is operative to determine said configuration data using said unique identification information, information on the user or users of said communication apparatus, and information on the service required by the user or users.

107. (Previously Presented) A configuration system according to claim 106 , including obtaining means for obtaining said information on the user or users, and said information on the service required by the user or users.

108. (Currently Amended) A configuration system according to claim 107, wherein said obtaining means is adapted to obtain said information on the user or users, said information on the service required by the user or users, and expected unique identification information prior to receipt of said unique identification information by said third I/O, and said configuration processor is operative to determine said configuration data before receipt of said unique identification information using the information obtained by said obtaining means, to compare the received unique identification information with said expected unique identification, and to [[ca]] [[use]] cause said third I/O to transmit the configuration data if there is a match in the comparison.

109. (Previously Presented) A configuration system according to claim 108, including means for storing a plurality of sets of said configuration data for a corresponding plurality of said expected unique identification information for a corresponding plurality of said communication apparatuses, wherein said configuration system can connect to a plurality of said communication apparatuses.

110. (Previously Presented) A configuration system according to claim 105, wherein said configuration processor is responsive to a request for configuration data received by said third I/O from said communication apparatus to determine configuration data and control said third I/O to transmit said determined configuration data.

111. (Previously Presented) A configuration system according to claim 105, including a decoder for decoding encoded unique identification information received from said apparatus.

112. (Previously Presented) A configuration system according to claim 109, including an encoder for encoding said configuration data for transmission to said apparatus.

113. (Canceled)

114. (Currently Amended) Apparatus for interfacing a computer system to a communication line to access a service, the apparatus comprising:

a first I/O for connection to said computer system;

a second I/O for connection to said communication line; a configuration data store for storing configuration data specific for said service; and

~~a clock; and~~

a processor for gathering information ~~responsive to said clock to gather information~~ on the use made of said service by said computer system ~~with respect to time~~, to process said information in accordance with said configuration data ~~periodically,~~ to generate summary information, and to cause said second I/O to transmit said summary information ~~periodically~~ to ~~said remote~~ a remote management system.

115. (Currently Amended) Apparatus according to claim 114, including a user interface to allow a user of said apparatus access to said information and/or said summary information in said storage.[[.]]

116. (Previously Presented) Apparatus according to claim 115, wherein said user interface comprises a further I/O.

117. (Previously Presented) Apparatus according to claim 115, wherein said user interface comprises a computer program running on said processor to allow a user of said computer system access to said information and/or said summary information via said first I/O.

118. (Previously Presented) Apparatus according to claim 117, wherein said user interface comprises said processor operating as a Web server.

119. (Previously Presented) Apparatus according to claim 118, wherein said processor is operable to gather and process said information for output to said user using machine independent instructions.

120. (Currently Amended) Apparatus according to claim 114, wherein said second [[I/ O]] I/O is adapted to receive said configuration data from said management system, and said processor is operative to process said information in accordance with said received configuration data.

121. (Canceled)

122. (Currently Amended) Apparatus for communicating with a remote system over a network to access a service, the apparatus comprising:

an I/O for connection to the network; a configuration data store for storing configuration data specific for a service; and

~~a clock; and~~

a processor ~~responsive to said clock~~ to gather information on the use made of said service by said computer system ~~with respect to time~~, to process said information in accordance with said configuration data ~~periodically~~ to generate summary information, and to cause said I/O to transmit said summary information ~~periodically~~ to ~~said remote~~ a remote management system.

123. (Previously Presented) Apparatus according claim 122, including a user interface to allow a user of said apparatus access to said information and/or said summary information in said storage.

124. (Previously Presented) Apparatus according to claim 123, wherein said user interface comprises a computer program running on said processor to allow a user access to said information and/or said summary information.

125. (Previously Presented) Apparatus according to claim 124, wherein said processor is operable to gather and process said information for output to said user using machine independent instructions.

126. (Currently Amended) Apparatus according to claim 123, wherein said I/O is adapted to receive said configuration data from said management system, and said processor is operative to process said information in accordance with said received configuration data.

127. (Currently Amended) A method of monitoring communications between a communication apparatus and a remote system over a network to access a service, the method comprising the steps at said communication apparatus, of:

gathering information ~~over a period of time~~ on the use of said service by said communication apparatus;

processing said information in accordance with stored configuration data specific for said service ~~periodically~~ to generate summary information; and

transmitting said summary information to a remote management system.

128. (Canceled)

129. (Previously Presented) A method according to claim 127, including the step of supplying said information and/or said summary information to a user.

130-135. (Canceled)